



Town of Concord

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OFFICIAL TOWN GOVERNMENT SURVEY

CONCORD, MA—Every two years, the Town of Concord conducts an anonymous survey to determine how residents feel about the programs and services provided by the Town government. On Monday, November 14th or soon thereafter, every Concord household will receive this Official Town Government Survey.

Residents can answer and submit their responses to the questionnaire in one of three ways:

1. Going online and taking the survey on a website (**the preferred method**).
2. Calling a toll-free number and taking the survey over the phone.
3. Filling out the paper questionnaire and mailing it or bring it to the Concord Town House (22 Monument Square).

To be counted in the results, residents must complete this survey process by Friday, December 2nd. However, it would be appreciated if respondents submit their survey response as soon as possible. In addition, the Town would like to encourage all respondents to take the survey online, as this will greatly expedite the data collection process.

For statistical purposes, only one survey response is allowed per household. Each questionnaire has a unique PIN, which will be required when taking the survey. The PIN can only be used once. The survey is conducted anonymously and there is no match between the PIN and the responder, since the survey is being sent out to the generic address, Residential Customer.

The Town would like to thank in advance all the residents who take the survey. Feedback from the survey provides important information for the Town to assist in its decision-making processes.

For any questions or additional information, please contact Jon Harris, Budget and Purchasing Director for the Concord Finance Department.

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